



## The Right Care At the Right Time

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Every year in this country, nearly 6,700 children under the age of fourteen die and another 50,000 are permanently disabled from preventable injuries. Knowing the items listed below could save your child's life.

1. Know how to spot an emergency situation. An emergency situation exists if you think your child could die or suffer permanent harm unless prompt care is received. If you are not sure, make the call!

2. Know how to contact your local emergency service. In communities that have a 9-1-1 system, dialing 9-1-1 connects you to Emergency Medical Services (EMS), the police and fire department.

3. P.L.A.N.--Post Lists of All Emergency Numbers on or by every telephone in your home. Seconds count when calling for emergency help.

4. Learn CPR and CPR for infants and children. Knowing how to perform CPR procedures on a child who has

stopped breathing could provide your child with the lifesaving support that he or she needs before the professionals arrive.

Your local American Red Cross or American Heart Association chapter has information on CPR courses offered in your area. Also check with your local hospital for CPR training, first aid, and child safety courses.

5. Learn the basics of first aid. Knowing how to stop serious bleeding from an open wound, manage shock, handle fractures and control a fever could provide your child with the right amount of help during an emergency. Learning first aid will help you recognize an emergency.

6. Immunize, Immunize, Immunize. Get all your child's immunizations on time. Failure to do so places your child at serious risk of permanent disability and even death from a preventable illness!

7. Remember what to do if your child is involved in a car crash.

**DO NOT MOVE** your child unless in further danger. Moving the child unnecessarily could result in permanent injury. Keep the child warm and, if conscious, keep him or her still.

8. Understand what to do if your child is poisoned. If your child has been poisoned, bring the poison (and child, if possible) with you to the phone when calling the poison control center.

Memorize your local poison control center's number and post it by the phone--P.L.A.N.! Have Syrup of Ipecac on hand--**BUT** use only if directed to do so.

9. Know how to treat your child in case of a burn, how to stop the burning process.

For minor burns without blisters, place the burned area into cold water until pain is gone (about 15 min.). **DO NOT use ice.**

For burns with blisters, call your doctor immediately. **DO NOT use butter or petroleum jelly.**

(See Right Care, page 3)

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The Express is filled with a digest of articles of interest to families who have children with special needs.





## Questions and Answers

by Kham Hanlotsomphou

**Q: Who is responsible for requesting additional or continuing therapy for the participant?**

A: The therapist, the parent and the physician should work together to determine if additional or continued therapy is required. Once that has been determined, then it is the therapist who should call CSHCS and request a PA (prior authorization). The PA nurse will require a new prescription and progress notes. Therapy PAs are written for a six month period.

**Q: What types of therapies are covered by CSHCS?**

A: CSHCS covers the basic types of therapies: physical, occupational and speech. Therapies must be related to the eligible medical condition of the participant.

Speech therapy is covered only for articulation, enunciation and specific types of swallowing problems.

Co-treatment (two

therapies at the same time) is covered for specific cases and only on a case by case basis.

Therapies such as educational, water/aqua, horse riding or Hippo riding are not covered by the program. Therapies related to developmental delay are also not covered.

**Q: When and why are re-evaluations done? Why doesn't someone come to my house to do them?**

A: Re-evaluations are normally done on a yearly basis to make sure the participant is still medically and financially eligible for the program. Other situations when a re-evaluation would be done are: increases in income, changes in household members, the participant or parent gets married or divorced, etc.

No one comes to the participant's home is because there are no longer any area case managers. All paperwork is mailed to the home, then received and processed at the

CSHCS office in Indianapolis

**Q: When I call the 800 number, whom do I ask for?**

A: If you are seeking a PA or need help completing your re-evaluation, choose option 1.

If you want to know about your travel voucher or check, choose option 2.

For information on claims payment, providers (are they a CSHCS provider) or if you have insurance updates or changes, choose option 3.

For all general eligibility information, or to find out if a new application has been received or processed, choose option 4.

**Q: Can I fax my re-evaluation or other requests to CSHCS?**

A. Yes. For PA requests and re-evaluations, the number is 317/233-1390; for claims submission, the number is 317/233-1342.

If you are sending in updated medical information or need to send in more information on a new application, the number is 317/233-8462.

Please put the person's name and or section (claims, eligibility, PA) on your paperwork.

**Q: How many children and how many trips can I put on one travel form/voucher?**

A: CSHCS travel policy allows only one child per travel form/voucher and up to three trips per travel form or voucher.

**Q: My pharmacy is not on the CSHCS program. How can they get on the program?**

A: Ask your pharmacy to call the 800 number and ask to speak with Provider Relations. They can answer any question.

Send your questions to:  
CSHCS Express  
Section 7B  
2 N. Meridian St  
Indianapolis, IN 46204



# The Ticket to Work Program

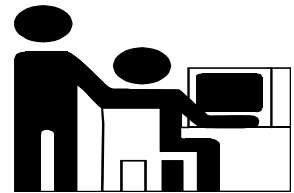
by Judi Johnson

The Ticket to Work and Self-Sufficiency Program (Ticket to Work Program) was established by the Ticket to Work and Work Incentives Improvement Act of 1999. It assists Social Security and Supplemental Security beneficiaries with

disabilities to obtain, regain and maintain self-supporting employment by expanding their choice of employment services, vocational rehabilitation services and other support services.

During 2002, Indiana joined the Ticket to

Work employment network. For more information on the Ticket to Work Program and other employment support programs, visit the Office of Employment Support Programs' "WorkSite" at <http://www.ssa.gov/work>.



## Web Site Coming

by Joe Smith

CSHCS has a Web Site that is nearing completion. The Web site has been a long time in the making and it should be available by the end of October.

Besides the history and overview of the program, it will contain contact information for other agencies and links to some helpful Internet sites. Information on the CSHCS Travel Policy and a form will be available to download.

The site will have eligibility requirements for CSHCS (income guidelines, medical qualifications) and will also list CSHCS contact information.

Health care providers will be able to view, download and print forms and agreements. Future plans may also include a listing of CSHCS providers.

The new Internet address has not been determined.

## Right Care (continued from page 1)

Large and/or deep burns require an immediate call to 9-1-1 or your local emergency number.

Keep your child warm with a clean sheet or blanket until help arrives.

10. Be prepared to act in case your child has a seizure. Perform rescue breathing if your child is not breathing. If breathing, lay your child on his or her side.

Protect your child from other injuries by moving him or her away from

dangerous objects.

For more information on these safety hints and the EMSC Program please contact:

Emergency Medical Services For Children  
National Resource Center,  
111 Michigan Avenue, NW., Washington,  
DC 20010-2970  
(202) 884-4927

-OR-  
Information  
[@emscnrc.com](mailto:@emscnrc.com)

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## Prior Authorization (PA) and Customer Service Regions

**Reg. 1:** Carroll, Cass, Fulton, Kosciusko, LaPorte, Marshall, Porter, Pulaski, St. Joseph, Starke, Tippecanoe, White, Whitley

**Reg. 2:** Adams, Allen, Blackford, DeKalb, Elkhart, LaGrange, Noble, Steuben, Wells

**Reg. 3:** Bartholomew, Brown, Clark, Crawford, Daviess, Dubois, Floyd,

Gibson, Greene, Harrison, Jackson, Jennings, Knox, Lawrence, Martin, Monroe, Orange, Perry, Pike, Posey, Scott, Spencer, Sullivan, Vanderburgh, Warrick, Washington.

**Reg. 4:** Boone, Hamilton, Hancock, Marion, Shelby, Tipton

**Reg. 5:** Dearborn, Decatur, Delaware, Fayette, Franklin, Grant, Henry,

Howard, Huntington, Jay, Jefferson, Madison, Miami, Ohio, Randolph, Ripley, Rush, Switzerland, Union, Wabash, Wayne

**Reg. 6:** Benton, Clay, Clinton, Fountain, Hendricks, Jasper, Johnson, Lake, Montgomery, Morgan, Newton, Parke, Warren, Putman, Owen, Vermillion, Vigo

Check for informational  
CSHCS mailings  
throughout the year.



ON THE WEB

[www.bravekids.org](http://www.bravekids.org): one of three programs offered by the non-profit organization Brave Kids. The website provides children who have chronic, life-threatening illnesses or disabilities with knowledge and information that can aid them in their daily experiences.

[www.behaviorstore.com](http://www.behaviorstore.com) Positive Parenting Products is a new site for parents of children with behavioral and emotional problems. The materials touch on social skills, self-esteem, anger control and many more.

[www.knowledgelearning.com](http://www.knowledgelearning.com) offers a child emergency kit.



## A Few Words on Transition

by Judi Johnson

This article is a very brief and non-inclusive description of some issues that may be facing your child as he or she transition from First Steps or Children's Special Health Care Services (CSHCS) program.

If your child is on the First Steps program, at age three, he or she will transition off (leave the program). Before this happens, especially if your child is receiving therapies, make sure that you contact the Prior Authorization Nurse for your region to see if CSHCS will pay for him or her to continue those therapies. There are other issues that the nurse may want to discuss with you, such as doctors, supplies, etc.

As your child enters school, he or she should be receiving IEPs (individual educational plans) and having them updated as needed. As the time for high school approaches, their IEPs should contain either a path toward college or work.

When your child turns twenty-one, he or she will no longer be eligible for the CSHCS program. At this time there is no special transitional procedure; however, if you contact your Customer Service consultant, she will be happy to provide you with general information numbers for possible additional insurance.

## Friendly Reminders



### **Please notify the CSHCS program if any of the following events should happen:**

- Address or telephone number changes
- Changes in health insurance coverage
- Changes in Medicaid/Hoosier Healthwise coverage
- Participant is no longer an Indiana resident
- Changes in household income
- Emergency treatment or Hospital Admission for eligible medical condition
- Participant's condition improves

- Participant marries
- Parent/guardian name changes as a result of marriage or divorce
- Participant's emancipation (moves out on his/her own).
- Someone else moves in/out of home

**These changes should be reported within five (5) business days.**

*\* See page 8 of the CSHCS Participant's Manual for additional information..*